

The Norwich Centre



Annual Report 1st January to 31st August 2019

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Registered Charity No: 1005967

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Introduction

Please note this annual report covers 8 months due to changing the accounting year for the Centre from 1st January, to 1st September. This means accurate comparisons cannot be made, but we have attempted where possible to adjust for this.

The Norwich Centre is a registered charity providing counselling and training. Our counselling service is BACP Accredited. Our Post-Graduate Diploma in Counselling achieved BACP course accreditation in 2018.

The first eight months of 2019 were busy and demand was high as the counselling service continued to be impacted by the difficulties being experienced by local NHS services. Our charity service relies heavily on trainees which means we are unable to help those with complex mental health problems who are at risk of harm.

We are very grateful to all of our volunteers, staff and trustees for all their hard work that allows us to continue to provide a service to the local community for those unable to pay for private therapy.

Counselling Service



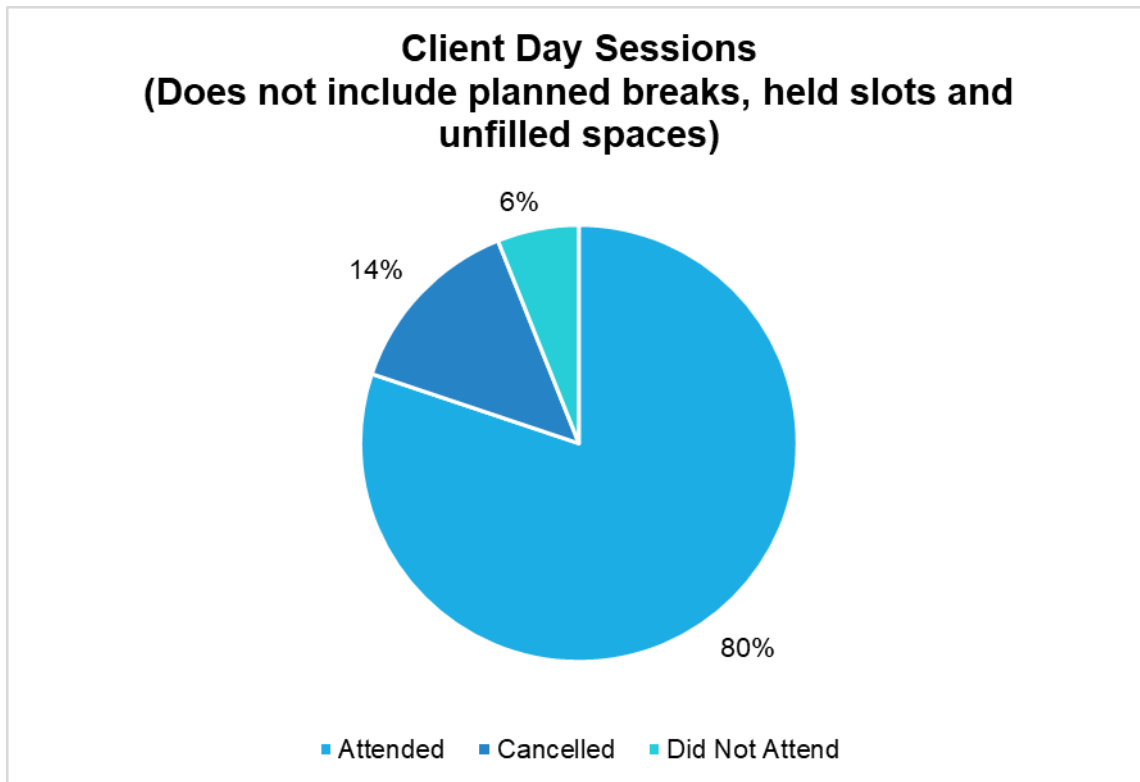
Norwich Centre provides day time counselling during office hours from Monday to Friday and during the first eight months of 2019 offered evening sessions on one day a week (Tuesday). The following breakdown looks at all sessions held within the counselling service and is broken down between day and evening sessions.

Spiritual Accompaniment are sessions offered by Brian Thorne and Caroline Kitcatt, these sessions are included within the daytime statistics.

Supervision is also included with the daytime statistics; these sessions are offered by Caroline Kitcatt.

Daytime Clients

The total number of booked sessions available, excluding planned breaks, held slots and unfilled spaces, to day clients for the eight months covered by this report in 2019 was 1074 including supervision and exploratory sessions (in 2018 the equivalent was approximately 1008).



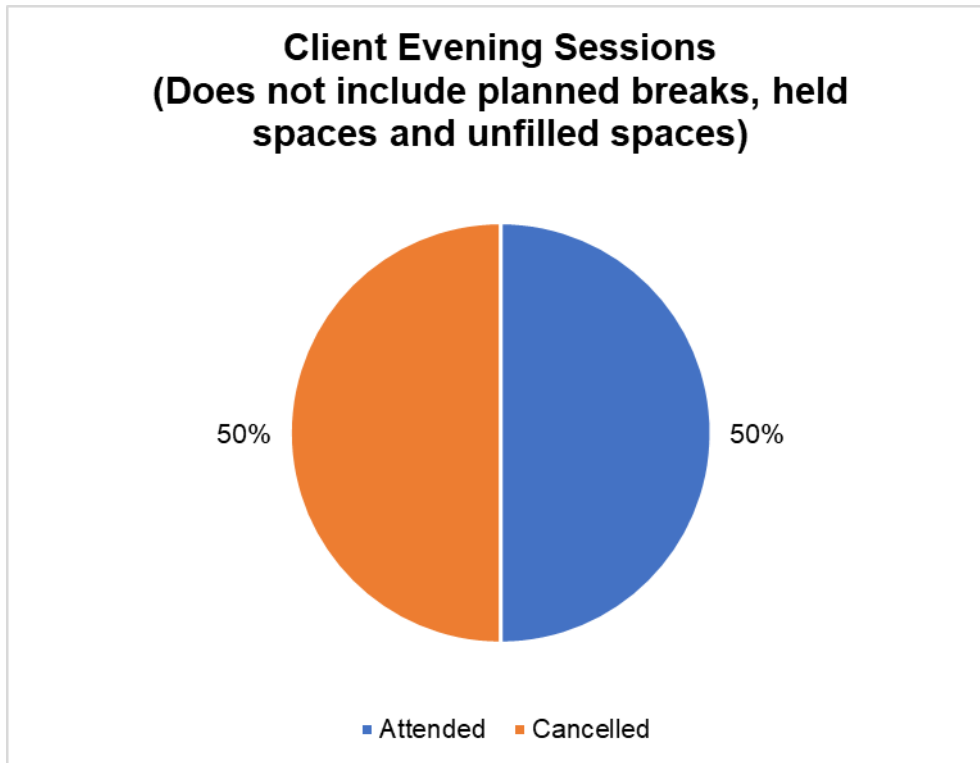
Client Day Booked Sessions Breakdown	
Attended	854
Cancelled	147
Did Not Attend	73

An attendance rate of 80% is a small decrease on 2018 where the rate was 83%. Cancelled appointment rates are 3% higher whilst non-attendance rates are the same.

Percentage of Booked Sessions Day Annual Breakdown					
	2019	2018	2017	2016	2015
Attended	80%	83%	82%	84%	83%
Cancelled	14%	11%	13%	12%	13%
Did Not Attend	6%	6%	5%	4%	4%

Evening Clients

The total number of booked sessions available to evening clients, not including planned breaks, held slots or unfilled spaces, was 6 (for the equivalent period in 2018 this was approximately 43), due to a lack of volunteers working on Tuesday evenings.



Client Evening Booked Session Breakdown	
Attended	3
Cancelled	3
Did Not Attend	0

An attendance rate of 50% is unrepresentative as the number of clients was so small.

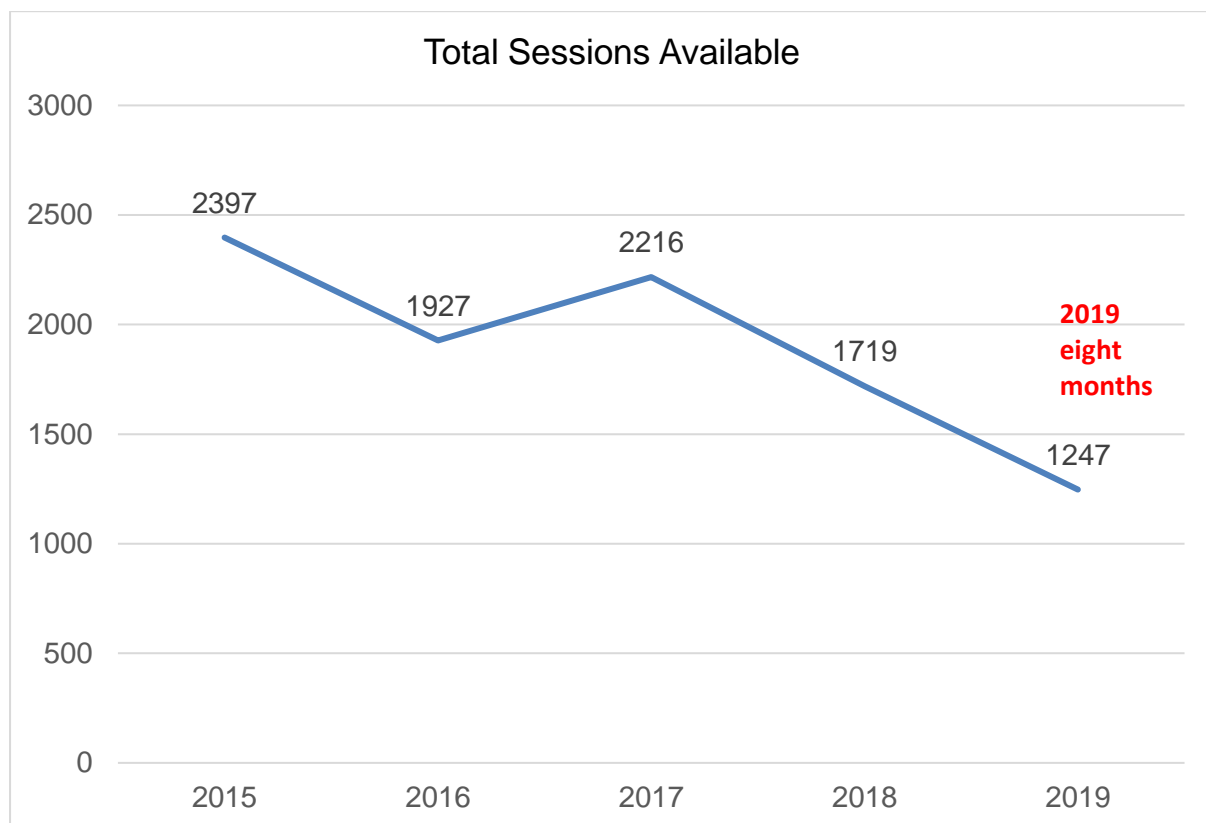
Percentage of Booked Sessions Evening Annual Breakdown					
	2019	2018	2017	2016	2015
Attended	50%	86%	94%	85%	91%
Cancelled	50%	14%	6%	14%	8%
Did Not Attend	0%	0%	0%	1%	1%

Client Breakdown

In total, including spaces that were held for clients, unfilled spaces and planned breaks there were 1247 available sessions for counselling, supervision, exploratory sessions or spiritual accompaniment during 2019. We were offering more sessions in 2019, 1247 over 8 months is roughly equivalent to 1870 over 12 months. This is due to having more trainees on placement in 2019.

A total of 172 different clients accessed the Centre in 2019. 57 individuals made contact and booked exploratories without having regular counselling, however 42 of these never attended an exploratory session even if several were booked. Of those who did have counselling, including those who started in 2018, 32 had 6 sessions or less, 26 had 7 to 12 sessions, 16 had 13 to 18 sessions and 17 had 19 or more sessions. Of these 1 was an evening client. 3 clients accessed the Centre for supervision and 11 for spiritual accompaniment (these are included in total client number).

In 2018 the total number of clients over 12 months was 202 so the Centre has seen an increase pro rata.

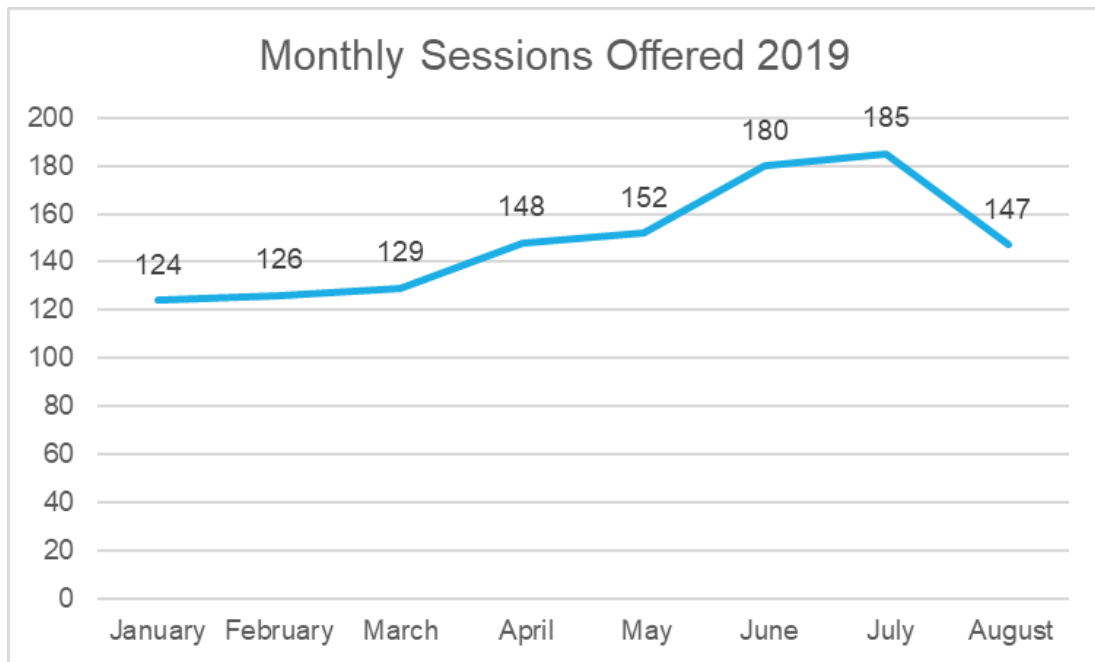


Exploratory Sessions

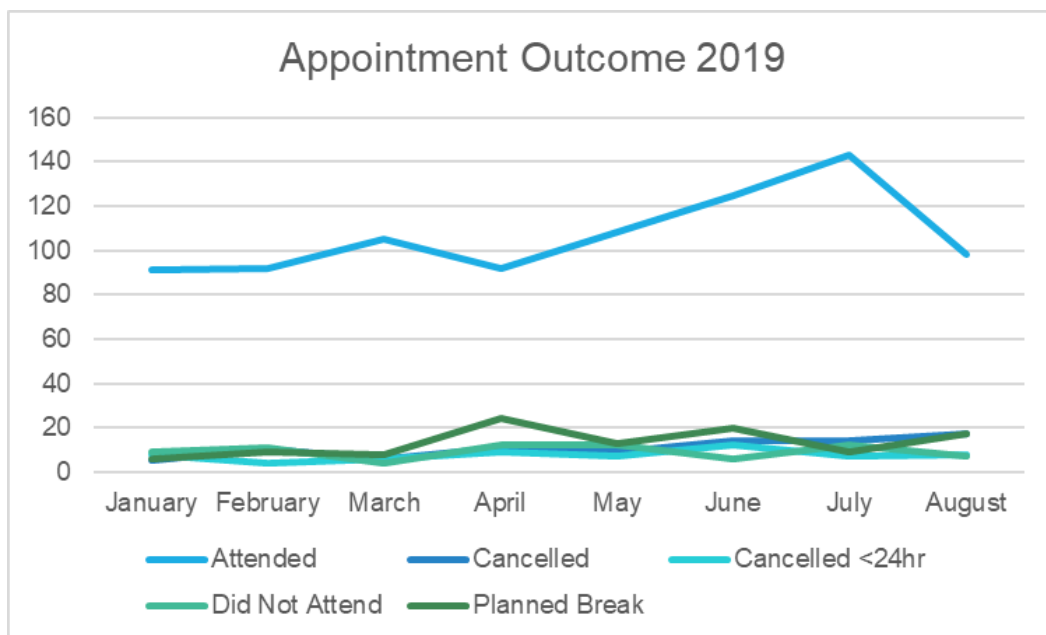
In 2019 122 exploratory sessions were offered which is an increase over the same period in 2018.

Service	Attendance	
Norwich Centre Exploratory	Attended	68
	Cancelled	21
	Did Not Attend	33

Statistics of Individual Counselling



The above chart shows the number of sessions offered during 2019 by month, this does not include spaces but does include planned breaks and held sessions. There was an increase in sessions offered during the summer period which is similar to 2018 when sessions peaked in the summer.



The attendance rate follows a similar trend to the appointment availability suggesting a constant number of attended appointments in relation to those available. Planned breaks peaked in April and were also high around the beginning of summer. The chart below represents the chart above in figures with peak and lowest figures highlighted.

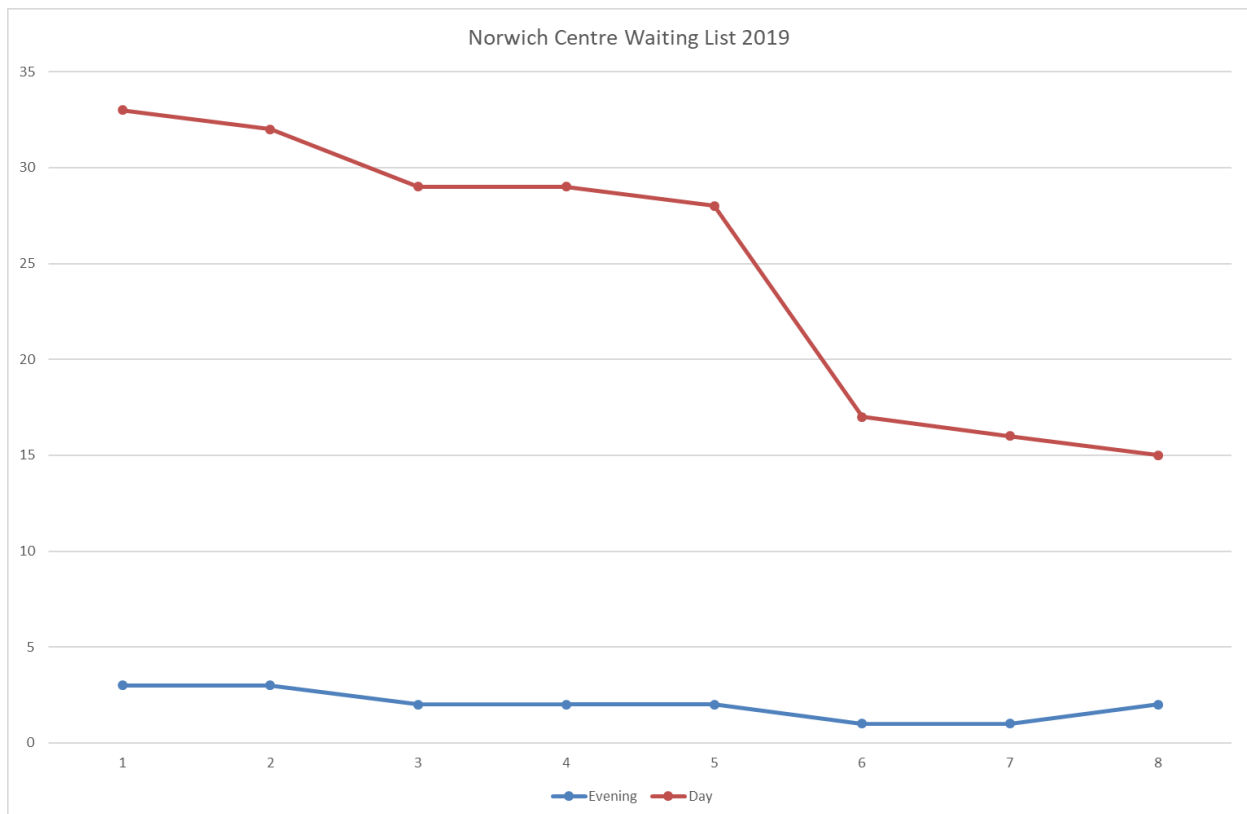
Month	Attended	Cancelled	Cancelled	Did Not Att	Planned Break
January	91	5	8	9	6
February	92	10	4	11	9
March	105	6	6	4	8
April	92	11	9	12	24
May	108	9	7	12	13
June	125	14	12	6	20
July	143	14	7	12	9
August	98	17	8	7	17

Average Fees for 1 to 1 Counselling

Average of Fee Paid		
Sponsor	Service	Total
Norwich Centre Day	1 to 1	17.50
Norwich Centre Evening	1 to 1	25
Average Fee		17.53

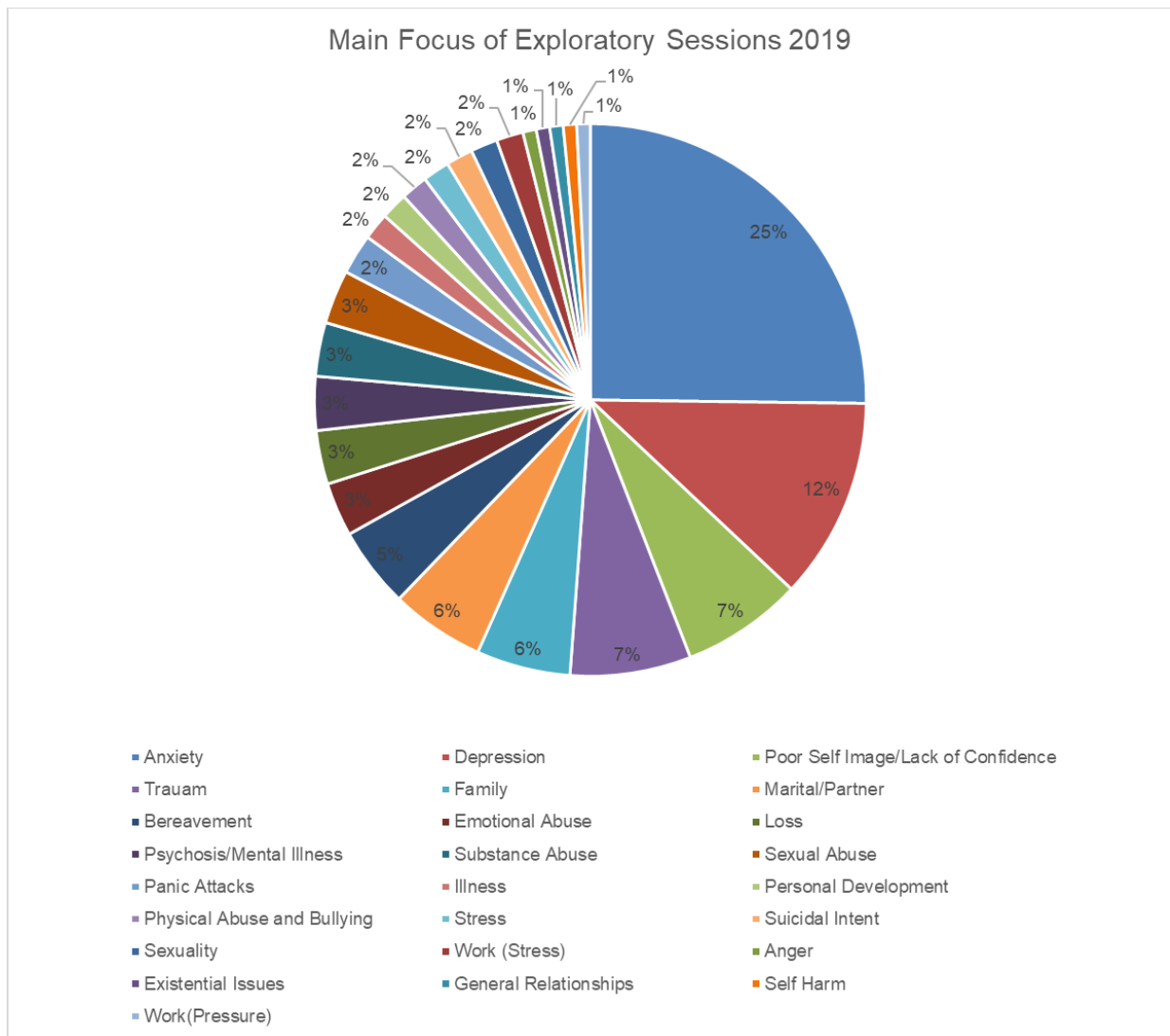
The average fees for 1 to 1 daytime clients is higher than 2018 when average fees were £16.15 whilst evening fees saw a decrease as the average fees in 2018 were £27.23. It is not possible to directly compare these as the amounts for 2019 are for eight months.

Waiting List

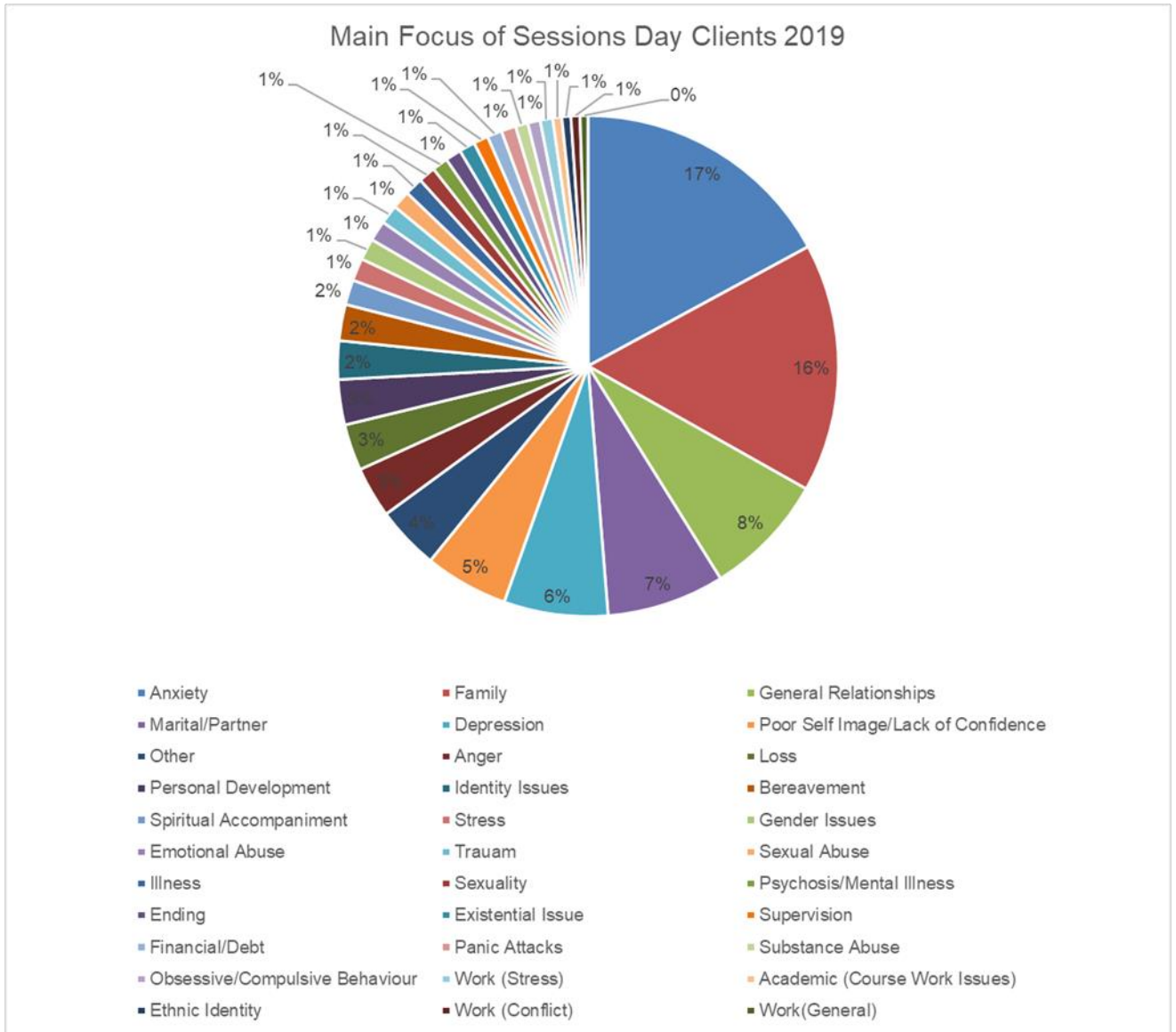


In 2019 we took on seven new trainee counsellors who are members of the 2018-2020 diploma. They account for the reduction of the waiting list in early summer.

Main Focus of Sessions

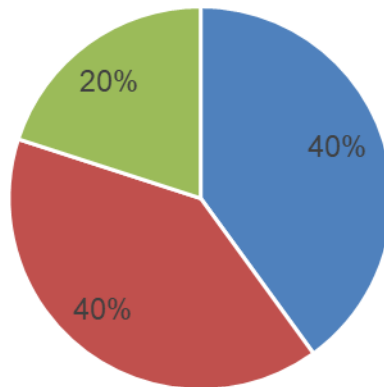


The most common issues discussed during exploratory sessions were anxiety and depression.



For daytime clients anxiety and family were the most prominent issues followed by general relationships and marital/partner.

Main Focus of Sessions Evening Clients 2019

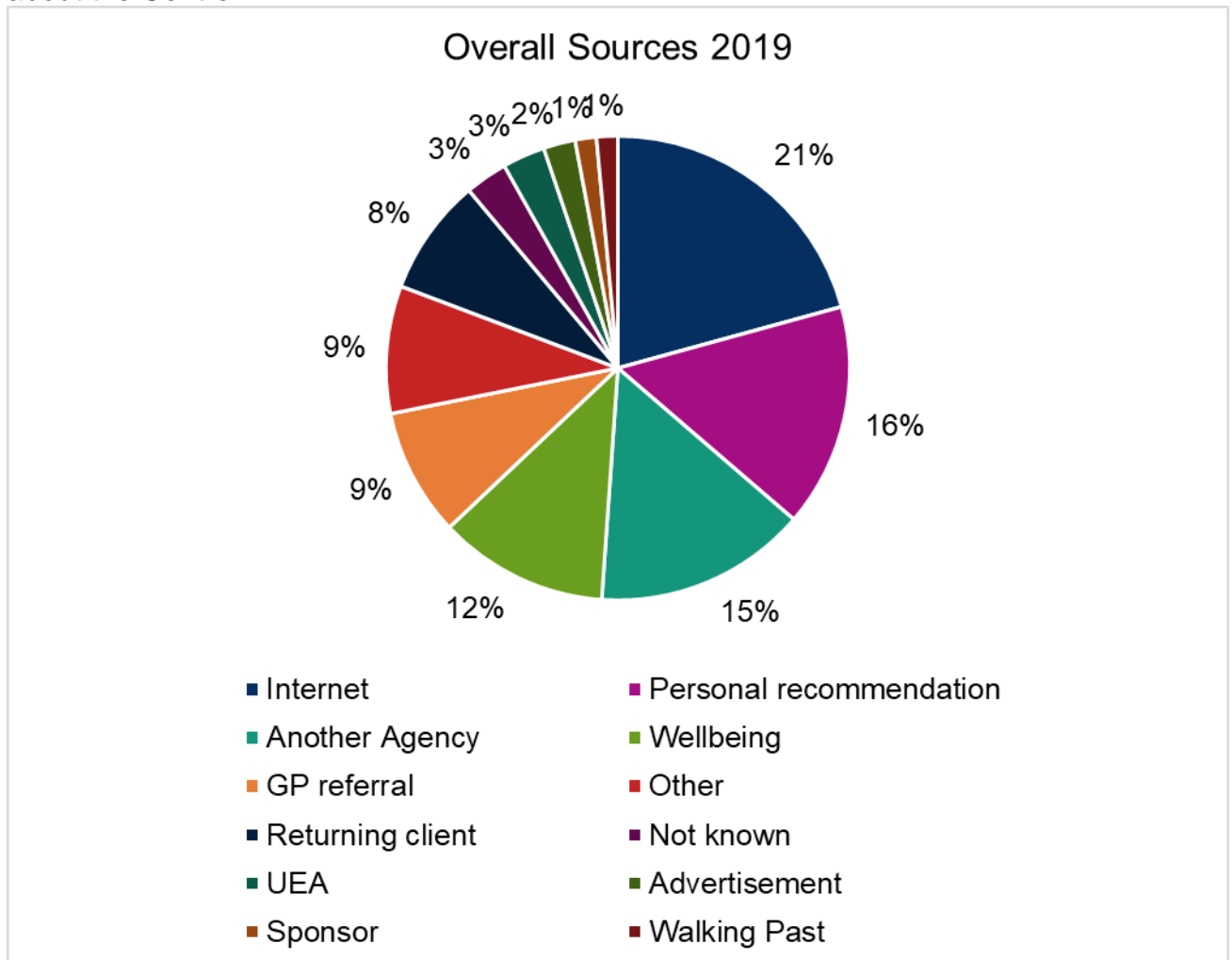


- Family
- Poor Self Image/Lack of Self Confidence
- Personal Development

For evening clients family was the most prominent issue discussed.

Where Clients Heard About the Norwich Centre

In 2019 the majority of Norwich Centre clients heard about the Centre via the internet. Personal recommendations accounted for the way 16% of clients found out about the Centre.



When looking at how 2019 client sources compare to the previous four years it is the second year that the internet was the major source. It is the lowest year for walking past and sponsors. Those who said they were returning clients has increased slightly compared to 2018, 8% up from 5%.

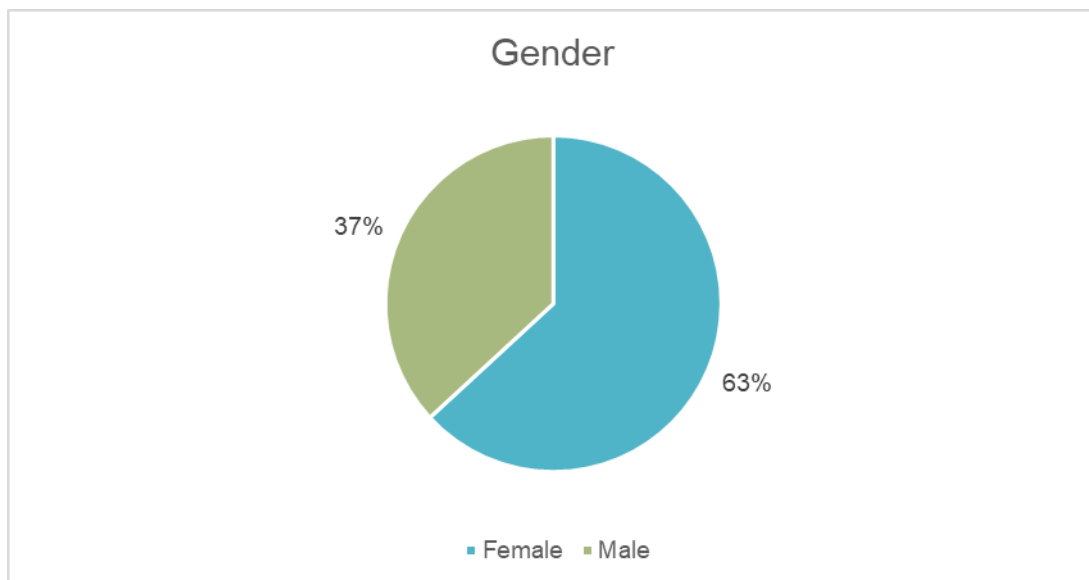
	2019	2018	2017	2016	2015
Advertisement/Newspaper	2	0	1	0	0
Another Agency	15	18	13	15	9
GP Surgery	9	10	7	13	10
Internet	21	22	10	10	14
Not Known	3	9	3	3	19
Other	9	6	6	9	13
Personal Recommendation	16	14	23	26	17
Returning Clients	8	5	12	11	10
Sponsor	1	3	5	2	3
University of East Anglia	3	2	3	4	3
Walking Past	1	3	3	3	2
Wellbeing	12	8	14	4	N/A
Major Referral Source		Minor Referral Source			

Other agency includes Mancroft Advice Project(MAP), Wellbeing (NHS), St Barnabas Counselling Centre, The Benjamin Foundation, MIND, Schools, Parents, Support Worker

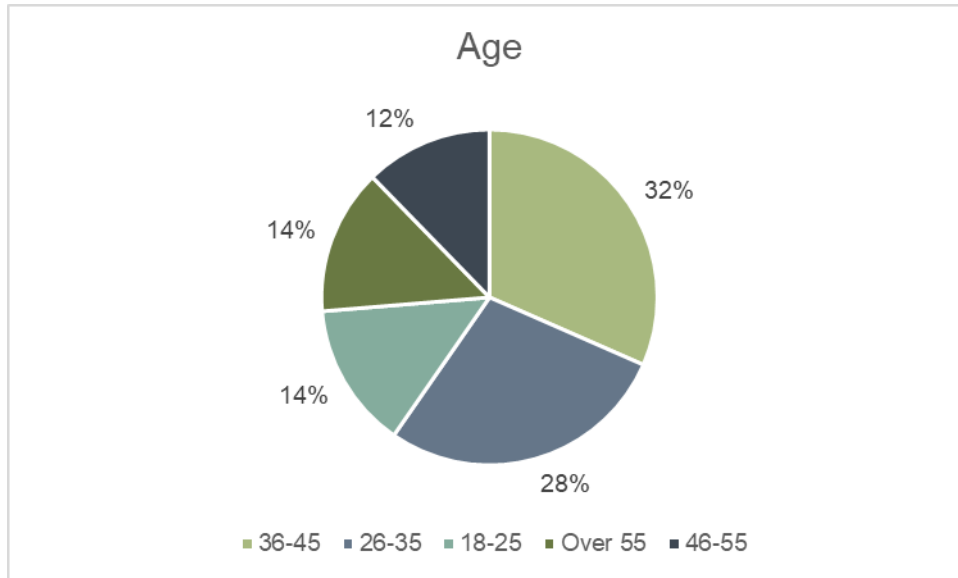
Client Profiles/Demographics

57 equal opportunity forms were collected over the eight month period in 2019; this gives a good overview of those who accessed the Norwich Centre for: an exploratory session, for day or evening counselling, supervision or spiritual accompaniment.

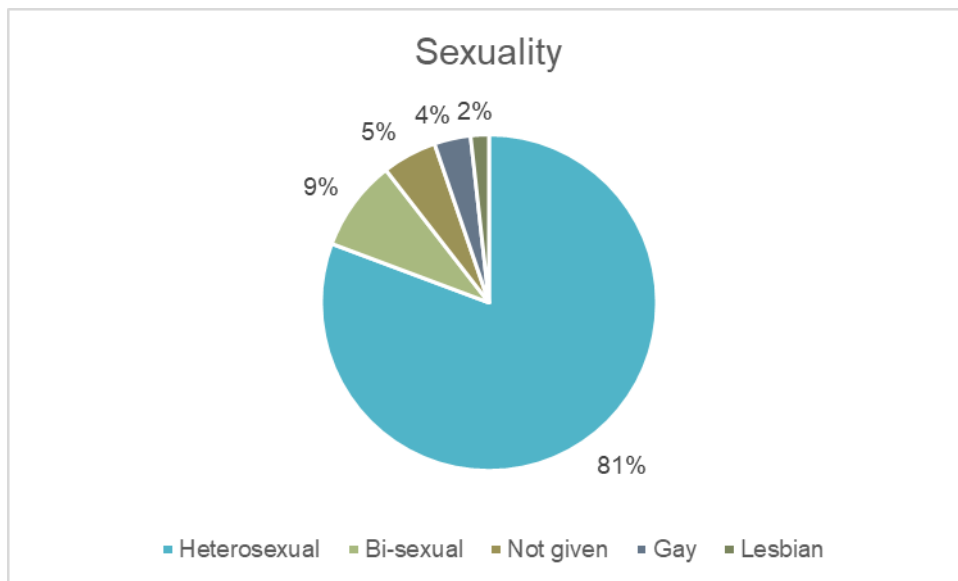
It is possible that the difference in demographics is affected by being over eight rather than 12 months.



The majority of clients who accessed the Norwich Centre identified as female. This was the same in 2019 as the majority of clients identified as female then (61%). Unlike 2018 no clients identified as non-binary.



The majority of clients in 2019 were aged 36-45 with 46-55 year olds being the smallest proportion of clients. In 2018 the majority of clients were aged 26-35 with 46-55 year olds again making up the smallest proportion of clients. It is significant that 14% are over 55 and we plan on breaking down the older age group further as this is not a generic group.



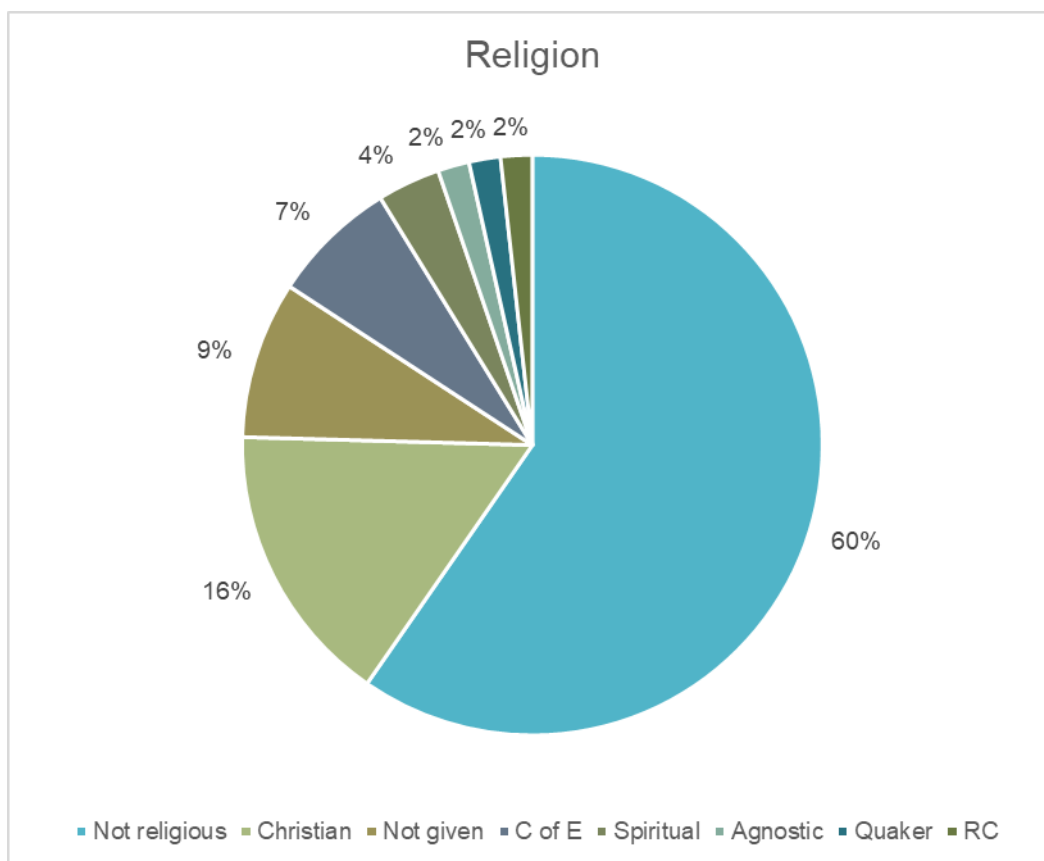
Individuals who identified as heterosexual made up the largest portion of clients in 2019, the same trend was seen in 2018. The table below shows the breakdown of client sexuality over the last five years.

Sexuality	2019	2018	2017	2016	2015
Heterosexual	46	82	54	79	84
Bi-sexual	5	13	10	10	6
Not given	3	2	3	6	1
Gay	2	2	3	2	4
Lesbian	1	1	0	2	5
Pansexual	0	0	0	1	0

25% of clients described themselves as having a disability. This is a slight increase on 2018 when 22% of clients described themselves as having a disability.

16% of clients described themselves as having a disability as defined by the Disability Discrimination Act. This is a significant increase on 2018 when 8% of clients described themselves as having a disability as defined by the Act.

37% of clients described themselves as having a long term health issues. This is a decrease on 2018 when 44% of clients described themselves as having a long term health issue.



When asked to describe their religion the majority of clients identified as having no religion. Of those who did identify as having a religion Christianity, and denominations of it, were named by a majority. This is a decrease since 2018 but still the majority of clients are identifying as having no religion (78% of clients)

The majority of clients identified as being British or English when asked about their nationality, this was the same in 2018. 1 client did not answer the question and 7 other nationalities were identified with.

Nationality	Total
British	38
English	10
Irish	2
Not given	1
Scottish	1
Nigerian	1
Polish	1
Romanian	1
Spanish	1
Swedish	1

When asked to identify their ethnic origin the majority of clients identified as white (93%). Three clients did not answer the question and one client identified as mixed race.

Client Feedback

In the first eight months of 2019 we collected 7 completed surveys from those who finished accessing services at the Norwich Centre.

Below are samples of the feedback received, they have been anonymised and edited to maintain confidentiality.

What is your opinion of the reception and appointments system, including waiting time, if any?

The exploratory appointment was helpful, waiting time was reasonable

Reception are helpful and explain the waiting time in detail and in a realistic way. The appointments system works conveniently and can rely on email messages and text messages.

Transparent, respectful and helpful: kept informed.

Fine. Waiting time much less than I expected

Were the appointments times you were offered convenient? If not what times would you have preferred?

The appointment times I was offered were restricted but worked out ok on the whole

What are your thoughts on the privacy of sessions and the confidentiality of the service?

The privacy and confidentiality of the service were excellent

very good

I have faith in the confidentiality of the service. Privacy of sessions feels appropriate and trust is shared.

I felt very safe & comfortable

How have you experienced the service's environment? (entrance, waiting area, counselling rooms, location etc)?

very good

The service's environment is comfortable to me. It's conveniently close to the city centre, provides access to a toilet and magazines. It's a friendly and welcoming waiting area.

Parking the car somewhere nearby could be a problem

It was very good & I don't have to wait long in the reception room.

Why did you originally come to the counselling service?

I was concerned about longer term management of depression when coming off the tablets

Wanted to discuss personal issues in confidence

It was long term depression and I was signed off work.

What thoughts and feelings do you have about your relationship with your counsellor?

My counsellor was very patient, and he adopted a non-judgemental attitude. Overall, he was positive and in restating some of the points in discussion was able to help me recognise some of the positive strategies for improving my wellbeing.

All good, great to talk to, really helpful and friendly

I genuinely liked my counsellor. He expressed a calm concern and caring attitude. His listening skills were impressive including concentration and memory skills. I found his comments and contributions relevant

I felt there was respect and empathy with humour and understanding

My relationship with my counsellor was that I felt safe to open myself up & talk about parts of me that I find hard & embarrassing.

I only attended 2 sessions before deciding it wasn't for me, so possibly too early to tell. She seemed like a perfectly nice lady

In what ways (if any) do you feel you have changed as a result of your counselling?

I am more confident in adopting a range of strategies for dealing with depression and although I still struggle each week with bad days, I have come to see this as temporary and manageable, rather than a permanent situation.

I feel less vulnerable and less fearful. My counselling experience has contributed to this.

I am letting more people in to my life and standing up for my self

none, I did not feel there was any benefit to me so I cancelled my sessions. Decided time and money would be better spent doing something else. I suppose it's good that I've tried it.

How did your counselling end? (For example was it planned? did you have a final session together?)

We jointly discussed finishing by the end of August this year due to my work commitments.

We planned it between us in negotiation ahead and it felt right to prepare for the end in that way

Would you seek counselling again and would you recommend the service to others?

I would recommend the service to others

yes I would seek counselling again and yes would recommend. thankyou.

Yes and yes, I have recommended the service to others.

Yes, I would seek counselling again

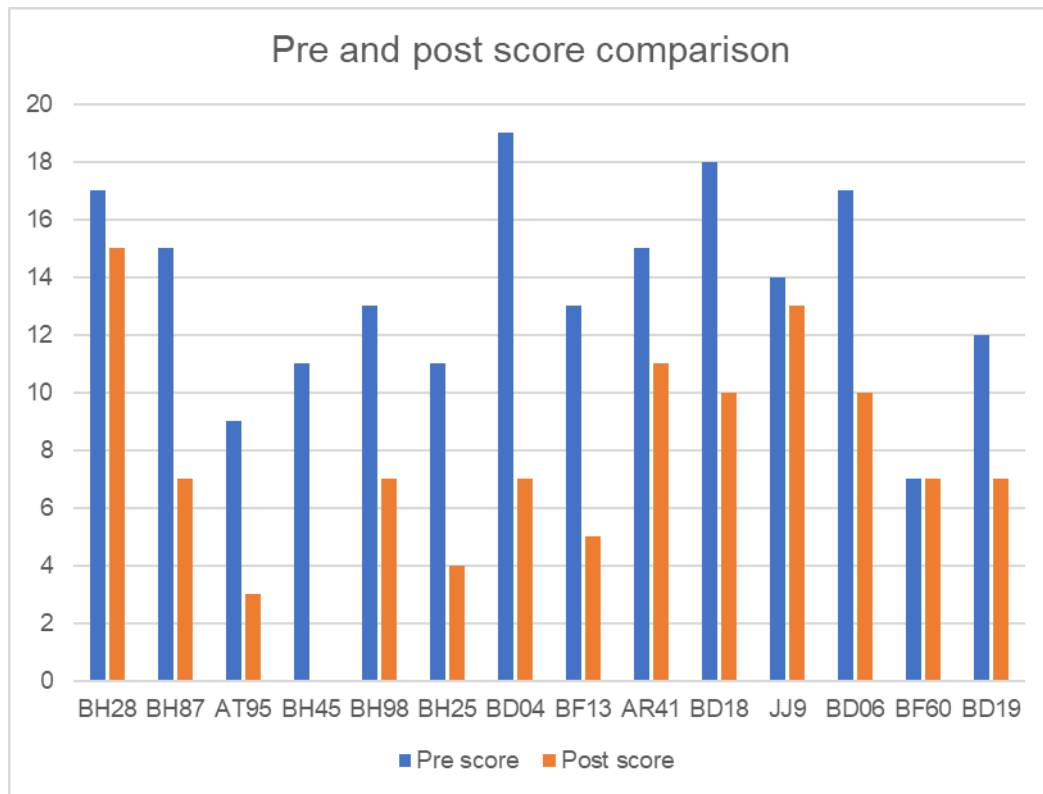
I would highly recommend you service

I don't think I would seek this particular counselling again

Psychlops

In order to evaluate the effectiveness of counselling, we use a system called PSYCHLOPS. A form is completed at the start and end of therapy in order to evaluate the degree of change that the client experiences as a result of therapy, so that the counselling service can review and demonstrate the effectiveness of its work. Clients are asked to identify two issues which they have and how they have been affected. The forms are scored, the maximum score is 20. This indicates the degree of seriousness that the client feels the issue has in their life, and a high score indicates a more serious level of impact.

In this eight month period of 2019 14 clients ended counselling and completed PSYCHLOPS forms. The chart below shows their pre and post scores and how they changed. All but one client showed an improvement, as their post scores are lower than their pre scores. No client had a post score higher than their pre score. Overall the scores demonstrate the effectiveness of the service.



Training Courses

The Norwich Centre ran a variety of different training courses in 2019, some of these ran in 2019 whilst others started before 2019 and others will run into 2020.

Three Introduction to Counselling Skills ran in 2019. This course has fourteen spaces and is the beginning step into counsellor training. The Spring Introduction had fourteen students start the course of whom fourteen finished. In the summer the decision was taken to run two Introduction courses, one on a Monday and one on a Thursday. On the Monday course fourteen students started the course and thirteen students completed the course. Whilst the Thursday course had fourteen students start the course and eleven students completed it.

The 2018/19 Certificate in Counselling Skills ended in the summer. The course is a requirement for undertaking the Diploma in Counselling and has fourteen spaces. In 2018 the course started with fourteen students, all of whom completed the course. Twenty-three applicants applied for this course.

The 2017-2019 Diploma ended in the summer. Twenty students had started the course in 2017, one dropped out in 2018 and the remaining nineteen completed the course. The 2018-2020 Diploma continued to run in 2019. The course started with twenty students in 2018, currently the course has sixteen students.

Conclusion

The Norwich Centre continued to provide a high quality counselling service to the local community from January to August 2019. We have continued to be affected by the lack of mental health services locally with the demand for counselling increasing and counsellors moving into private practice to meet this demand, leaving agencies more reliant on trainees or less experienced counsellors, which in turn means that we are unable to help clients who have more complex mental health issues.

We have been able to offer more placements to trainees which has enable us to provide more session. We are proud of the contribution we are able to make in the local community, counselling charities are an essential part of the support needed by those in mental distress.

Our courses have grown and demand continues to be high. We have continued to deliver high quality training to help meet the increasing demand for counselling in our society. The success of the courses helps to ensure our future and our ability to provide a professional counselling service to those less able to afford the fees privately.

Dr Caroline Kitcatt
MBACP (Snr Accred)

12th March 2020